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CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: November 29, 2006 Name: Vincent J. Gnoffo, 44,714

Signature: *Vincent J. Gnoffo*

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& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing Service Desk Capability

Attorney Docket No: 10022/178

Examiner: Tan D. Nguyen

Art Unit: 3629

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

☒ Transmittal Cover Letter (1p. Filed in Dup.); Amendment A (17pp.)

☒ Return Receipt Postcard

Fee calculation:

☒ No additional fee is required.

☐ Small Entity.

☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).

☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_).

☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total	65	Minus	67	0	x \$25=			x \$50=	
Indep.	5	Minus	5	0	x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+ \$180=			+ \$360=	
					Total	\$		Total	\$

Fee payment:

☐ A check in the amount of \$\_\_\_\_\_ is enclosed.

☐ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.

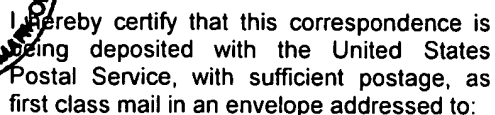
☐ Payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).

☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Nov. 29, 2006  
Date

Respectfully submitted,

*Vincent J. Gnoffo*  
Vincent J. Gnoffo (Reg. No. 44,714)



Date of Deposit

Name of applicant, assignee or  
Registered Representative

**Signature**

Date of Signature

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Riley, et al.

Serial No. 10/029,769

Filing Date: October 19, 2001

For METHOD FOR IMPLEMENTING  
SERVICE DESK CAPABILITY

Examiner: Tan D. Nguyen

Group Art Unit No.: 3629

Confirmation No. 4749

## AMENDMENT A

**Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**

Dear Sir:

In response to the Office Action dated August 29, 2006, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks begin on page 15 of this paper.**